Abstract

[0020]   A system and method for pre-searching a solution database to find potential solutions to customer-generated error reports. An error report received from a customer is parsed to extract keywords pertaining to the subject matter of the reported error. The extracted keywords are then arranged into a query, which is submitted to a solutions database. Solutions obtained from the solutions database in response to the query are sorted and formatted for display to a customer service representative, who can then study the displayed solutions to determine how to respond to the customer submitting the error report.